

105. Have you been discouraged or pressured in any way to not discuss problems with the Edison Financial component? Please describe the situation:

Wave 1

1. We are told not to say anything negative about the system. To "think" positive.
2. IT IS HERE AND YOU WILL LIKE NO MANNER WHAT!!!!
3. Employees of F&A, Division of Accounts, are encouraged to have a positive attitude about Edison so that others will see how positive we are; and it will be infectious.
4. told to be shappy about edison
5. It is common knowledge that it is a NoNo to say anything derogatory concerning Edison
6. Most of the staff advises against responses, even to a "confidential survey" --afraid of job loss in this economy.
7. I'VE BEEN TOLD "DON'T CRY ABOUT IT BECAUSE THERES NOTHING YOU CAN DO ABOUT IT. THE STATE DOES WHAT THE STATE WANTS TO DO"
8. rather not
9. must always maintain a positive attitude about it to subordinate staff and public, don't bring negative attention to the department
10. Been told that if you cannot say anything positive, to not say anything, because it will discourage others
11. I've been told that we are not supposed to say anything bad about Edison. We are just supposed to pretend like it is working fine. Basically, I have been told to lie and so I don't say anything about it outside of work because I am not going to lie.
12. management required password and gave to others to utilize , others have access to my bank and everything, not acceptable
13. Our main office said- Do not say anything bad about Edison. Simple but direct.
14. we are instructed to only speak positiveabout Edison..... or we look like we just don't like change.if you properly train we can learn....Training has not been on a user level yet
15. na
16. all
17. I was told by department that we were to talk postive about edison no matter what. No negative comments about the system. That was my old department. Not the one I am with now.

18. This is the system we have, so work with it. You need to spend some time in the system. Don't think you are going to get the same stuff you are used to seeing.
19. I will respectfully decline
20. not to say anything bad about it, even if did cost more them 300 million
21. We were told not to say anything bad about it.
22. I have been told to only use in-house people who don't know how to get things moving either or the wrong information is given out anyway.
23. I was told to present the Edison project with favorable comments. Don't use negative comments when helping others. Work with the system, it's there, it's not going to change.
24. You are considered a whiner and no one wants to hear it . It doesn't help anyway no one will fix anything .
25. Not really pressured... but just stick to the company line that we're moving forward.
26. Initially told not be negative about Edison and prolems encountered as to not discourage other employees.
27. People in higher positions defending Edison when we as employees know that there has to be some truth to the things being said.
28. Edison will be implemented.
29. We were told not to say anything negative about Edison. This came from our upper management.
30. No
31. When I've talked to Edison staff and been treated like I was stupid or an imposition, or when they try to pretend that everything is working as it should. It gets to the point where you don't want to even bring up the issues anymore, because you know they won't get answered. It doesn't help that F&A's Commissioner and spokesperson are in complete denial about the failure of this system.
32. We were advised to be positive and not say anything negative about it in the beginning.
33. I was told to not say anything negative concerning the Edison system by my superior.
34. Anytime something is said about Edison we all look around to see if anyone is listening. The only thing I can say is that the Lights need to be turned on first before we can see the light.
35. no

36. We have been told that we need to give EDISON a chance. That there are always problems in any new system.
37. Told not to contact the Edison Help desk any more.
38. General Services Commissioner staff have threatened termination to anyone who bad mouth's the new system and have removed or shuffled many personnel in divisions because of Financial module issues. These personnel are being replaced with some Edison personnel as the Edison personnel jobs end. One division, PSM I was told removed their entire management and replaced them with others from the Edison Team personnel and some from within. Terminations or demotions were made as well as transfers done under the guise of "fixing the Edison issues."
39. As stated earlier, condescending communications have prevailed throughout the implementation phase. I was in the Treasury bld. several weeks ago, and employees whom I was conducting business with would not even respond to legitimate inquiries involving 'Edison'...it was as if a gag order was in effect (a little freaky, not to mention counterproductive).
40. We have been told not to complain; coworkers have reported to me that they were told not to utter anything negative about the system, and I have seen, during a meeting, Edison member get upset at the cries about the problems we experienced in daily use of Edison. I have felt sorry for the vendors who could not get paid timely because of the process we had to use and the problems with getting things fixed and approved; funds put in contracts; contracts active in TOPS but expired in Edison, item numbers not attached to contracts or to the vendor--all causes delays in vendors being paid.
41. I think it is two fold if employees think that implementation can be stopped by negativity. Some will work to do that so I think management has tried to assert that this will happen.
42. we have been told to just make the system work, it is what we have to work with
43. We have told to be positive and to not talk negatively about Edison.
44. From a person in my department:"All Personnel: If you are asked a question about how to do something in Edison that you do not know how to answer, please refer the user to *redacted* and refrain from making comments about what you have not been trained or instructed to do. Also, please do not refer people to the Edison helpdesk."I agree with the sentiment, but the place those calls are being referred to is incapable of handling the volume. Instead of being able to say "we don't know" or trying to explain why we don't know, we are simply asked to route them onward. In high-level meetings, we are exhorted to "be positive" and "don't say anything negative". Even when the "negative" issues need to be fully explained to the caller before they can make a decision.
45. Lots of times when I call ask for something, the answer is I don't know, I'm not sure, Check with your agency.
46. We are to be positive at all times.

47. Was reported that had bad attitude converting to Edison
48. Can not discuss.
49. No thank you.
50. I know this is a learning process and there will be errors, but if we see problems we should be able to express this to anyone. we should not be told not to say anything negative about it. If wave 1 and wave 2 has seen what it cannot do, we should be able to express this.

Wave 2

1. Don't talk about it, just get your issues resolved.
2. i have requested more training and been told to find it myself on line.
3. No exact situation. Just "vibes" . Must never complain about the changes.must accept the changes. No input on what works for the employees. Public image must be positive, and due to the large amount of money spent, public must feel it a great deal.
4. As state employees, people in higher positions feel as if we should love Edison when in all the system does not work.
5. Told to get on board and just do what it takes and don't complain about the amount of time, errors or problem with mileage amounts
6. always a different answer from fiscal director
7. The answer to the previous question is yes...HENCE...I wouldn't care to go into a narrative...thank you...
8. 0
9. It is what the Governor recommended and we have to like it.
10. Ever knows you don't say bad things about the boss and the boss system.
11. when opinions and concerns were voiced we were told 'it's not an option - just do it
12. Told that discussins issues was "being negative"
13. told not to discuss it or say anything bad about the system
14. tHE NO ONE ANSWER THEY ,THEY'RE JUST AS LOST AS WE ARE
15. There are so many complaints about Edison that management doesn't want to talk about it because they can't do anything about it.

16. n/a
17. Live with it I was told. Downtown does not want to hear the complaining and it appears you are not being a team player.
18. "Wait it out." "It is just the way it is."
19. Edison be given more time for everyone to come on board,
20. "Edison is here get use to it."
21. Just do it
22. We are told not to be negative and we must support this effort. We are either on-board or out the door.
23. I have heard from more that one source that edison problems are not to be discussed and anytime they are discussed they are dismissed as user error or to just get over it and go on.
24. Attempt to keep up the morale of others.
25. no comment
26. no, I will not
27. We have been told The State went with Edison and we will just have to find a way to make it work.
28. no
29. told to be positive and give it a chance. The people that do not have to deal directly with state funded small businesses not getting paid and having to stop needed community services should realize that this is not good business practice for our state and it makes things look shady and corrupt
30. I feel like it would be useless to criticize Edison. We needed a new system - and this is what we received. And if you complain - you're labeled as an old dog.
31. no
32. na
33. i was told that we needed to just deal with it and not complain
34. An Edison technician asked one of my superiors if I had even had any training on Edison, and stated that he felt I should not call the help desk so often, but should rely more on peer support.

35. Upper management and Governor's office disallows any comments - retaliation for speaking out
36. I was discouraged to speak negatively more with the launch of Edison because I was assigned as a power user.
37. Talking about issues with Edison was discouraged on all levels above our direct management. We were basically told by a higher level administrator that Edison was going live whether we were ready or not. The end.
38. We have outstanding errors from the old system and I was told I will just have to wait on them. We don't know if we can even fix them at this point.
39. Just a tone that this is what we have, be positive even if it takes longer, people aren't getting paid, you can not access what you need.
40. We have been told to go to our supervisor or manager with any problems and they will report any needed problem to the proper personnel.
41. I haven't really been discouraged from discussing problems, I just feel that my issues have fallen on deaf ears. In my particular agency my supervisor just ignores the problems we're having. In the past I could always work around that for the most part, but now I am so dependent on my supervisor to do their part that it makes my job very difficult.
42. I can not describe the situation
43. Basically just told it couldn't be done so no use to talk about it.
44. WE HAVE BEEN TOLD TO NOT TALKED ABOUT PROBLEMS WITH EDISON
45. I was told that it was none of my business even though I have to use it daily.
46. told to go thru supervisors before calling the help desk
47. We have been instructed to remain positive about the whole Edison system.

Wave 3

1. TOLD BY SUPERVISION NOT TO DISCUSS EDISON OUTSIDE THE DEPT.
2. By the attitude of those state officials who have discussed Edison on TV, there is just no point to question it. It was a done deal and users are just along for the ride.
3. Rather not
4. I have been told to not gripe. It is what it is, use it. Why didn't we say something earlier. We did but it fell on deaf ears.

5. Just went to supervisor with something i heard and wanted to verify it. Was told that we don't want to discuss this or what actually happened
6. No matter what - we are encouraged to present only a positive attitude when speaking of the Edison System.
7. Have been told that Edison is here to stay so we might as well get used to it.
8. Told to lump it it's going in period.
9. We need to support the administration; I agree. But we also need to be realistic and recognize that there are problems and not politicize the situation. It doesn't help when executive officials define the problem as just a bunch of hard-headed old fogey state employees who aren't willing to change!
10. Early on, management was told to be positive and refrain from "bashing" Edison to staff.
11.
12. No Coment
13. We are told to present a positive attitude at all times in regard to Edison and I personally have seen an above average Administrator reduced to tears by a Director which will not face the reality that this system is flawed and needs a direction.